



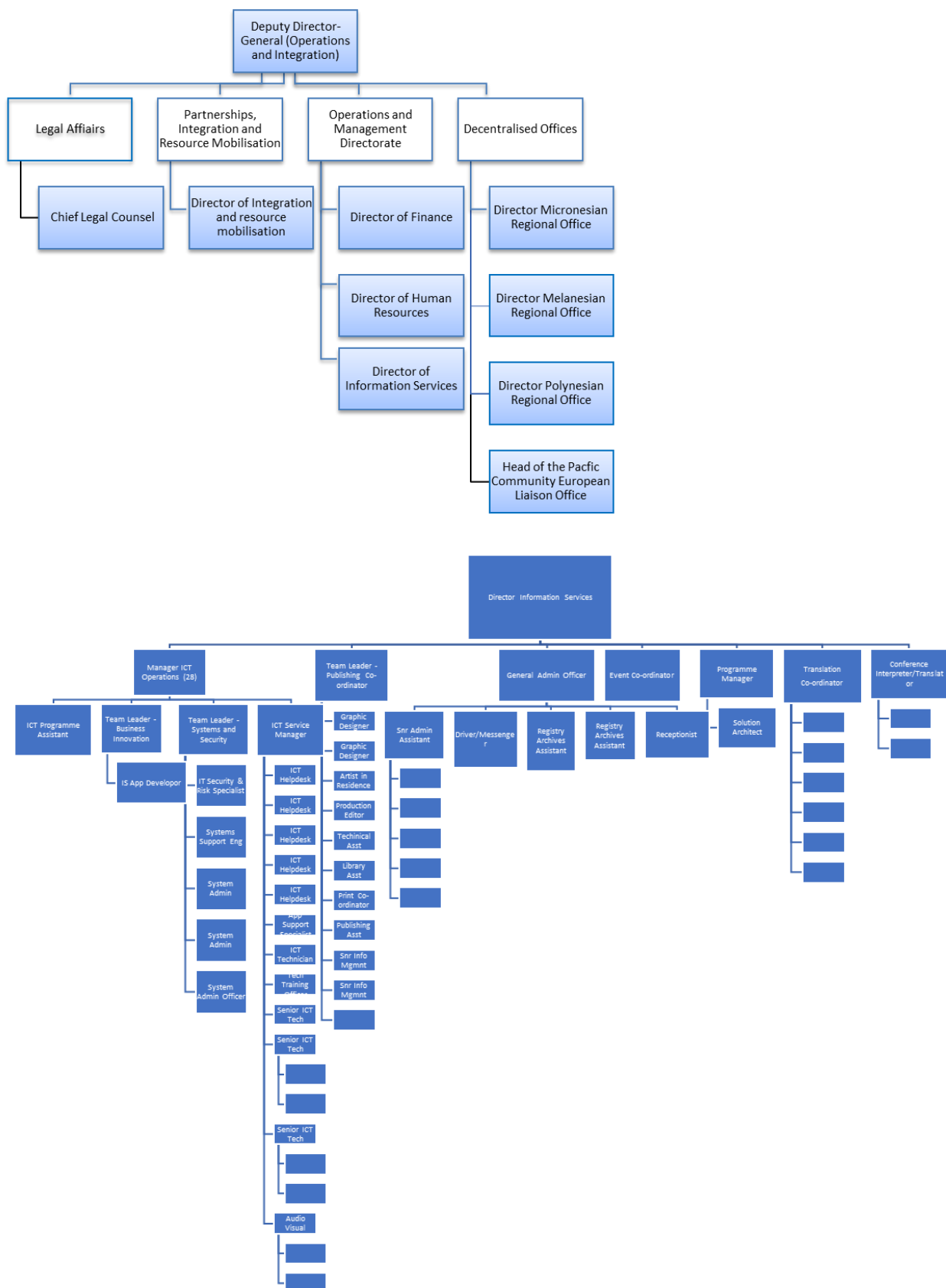
Pacific
Community

Communauté
du Pacifique

JOB DESCRIPTION

Job Title:	Director Information Services (Chief Information Officer)
Division/Programme and Section/Project (if any):	Operations and Management Directorate
Location:	SPC Headquarters, Noumea
Reporting to:	Deputy Director-General Noumea
Number of Direct Reports:	Seven direct reports, with over 60 staff based in multiple locations
Purpose of Role:	<p>The position is responsible for bringing together four distinct, but inter-related teams: ICT, Records & General admin, Language Services and Conference Services. This position is also responsible for the delivery of directly funded programmes.</p> <p>The position is responsible for managing these teams and identifying strategic opportunities to improve and develop SPC IT systems, digitise its business functions and develop its nascent corporate information knowledge management capabilities. The position also has responsibility for Language Services, which includes translation, interpretation, and publishing. The position also has de responsibility for conference services, which includes catering, transport, protocol, scheduling etc. The position is expected to deliver business value and efficiencies.</p> <p>The Director Information Services is a member of SPC's Senior Leadership Team.</p>
Date:	March 2023

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of **Director Information Services** is responsible for all aspects of SPC's information systems, General administration, conference- and language services. The position encompasses the following major functions or Key Result Areas:

- Provide strategic leadership and management that ensures effective service delivery of ICT, information knowledge management (records, administration) and language services (publishing, translation, and interpretation) to support SPC's overall strategy, in all SPC locations.
- Identify, plan for, and implement strategic opportunities to improve and develop SPC information knowledge management, IT systems, and digitise its business functions.
- Ensure that all information and language services are financially sustainable, well managed and cost recovered as appropriate, and that resources are directed to SPC priorities.
- Provide advice to the Executive and work closely with other members of the SLT, and other internal stakeholders to implement system and process improvements, and further SPC's strategic objectives.
- Ensure the team's compliance with all SPC's legal obligations, policies and procedures and build SPC's compliance with service specific policies (eg. IT security, legal publishing)
- Deliver mid-sized to large partner funded programmes in the field of Data Management, Language services, digital transformation and other related fields.

The performance requirements of the Key Result Areas are broadly described below

Jobholder is accountable for	Jobholder is successful when
KRA #1 (20% weight) Provide strategic leadership and management that ensures effective service delivery of ICT, information knowledge management (records, administration), language services (publishing, translation and interpretation) and conference services (transport, logistics, protocol) to support SPC's overall strategy, in all SPC location	<ul style="list-style-type: none"> • Staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning • Structure of the new section is adapted and modified as need requires
KRA #2 (20% weight) Identify, plan for, and implement strategic opportunities to improve and develop SPC information knowledge management, IT systems, and digitise its business functions, in line with the SPC Strategic Plan	<ul style="list-style-type: none"> • Strategic planning occurs for the Information Services Team, linking objectives with the OMD business plan and the SPC strategic plan • Risks within ICT projects and infrastructure, are identified and mitigated • Business continuity plans are in place for all teams • Opportunities for synergies and systems improvements are identified and acted upon • Processes for general administration are improved • Corporate SPC-wide Information Knowledge Management guidelines, policies and systems are developed and implemented • IT systems are effective, efficient, and optimised within resource limitations • Opportunities to digitise business systems are identified and acted upon • Language Services are delivered efficiently and effectively.

	<ul style="list-style-type: none"> Conference Services are delivered efficiently and effectively. All services meet the KPIs set out in the OMD business plan, including client satisfaction
KRA #3 (20% weight) Ensure that all information and language services are financially sustainable, well managed and cost recovered as appropriate, and that resources are directed to SPC priorities Contracts with all service providers are value for money and are well managed	<ul style="list-style-type: none"> Information services budget is effectively managed and resources are allocated to internal priorities. Full cost recovery is maintained for all relevant I.S. services
KRA #4 (10% weight) Provide advice to the Executive and work closely with other members of the SLT, and other internal stakeholders to implement system and process improvements, and further SPC's strategic objectives	<ul style="list-style-type: none"> Relationships with Executive and SLT are robust Timely and comprehensive advice is provided Client relationships with internal stakeholders are managed Services implement a customer-service focus and approach
KRA #5 (10% weight) Ensure the team's compliance with all SPC's legal obligations, policies and procedures and build SPC's compliance with service specific policies (e.g., IT security, legal, publishing etc.)	<ul style="list-style-type: none"> Implement policies and procedures to build SPC's compliance with international standards in the relevant areas of expertise All teams adhere to SPC policies, including procurement and travel Teams meet their legal obligations SPC adherence to Information and Language Services policies improve All team provide regular reporting
KRA #6 (20% weight) Propose, pursue and deliver partner funded programmes within the Divisions realm.	<ul style="list-style-type: none"> Write, submit and pursue proposals within the organisation's procurement constraints. Deliver funded programmes within the funding partner's (MFAT, DFAT, E.U., USAID) and SPC's policies and delivery frameworks.

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

- Leading and managing a diverse team with diverse skill sets and experience through a time of significant change
- Influencing the Executive and SLT to ensure that IT and IKM issues form part of the long-term strategic objectives of SPC
- Developing a long-term strategy to ensure that areas that have been traditionally under resourced and under-valued are invested in, and are able to prosper
- Transitioning the teams to financial sustainability

- Developing an Information Knowledge Management culture in an organisation, where the function has been under-resourced and lacking critical skills
- Mitigating risk
- Developing robust relationships with key stakeholders
- Providing information services that meet business needs and make SPC more efficient and effective.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: <ul style="list-style-type: none"> • International agencies • Contractors • Other public and private partners 	<ul style="list-style-type: none"> • Collaborate where appropriate with CROP agencies • Explain complex technical problems and requirements to local counterparts and suppliers. • Negotiate pricing and non-profit deals for SPC.
Internal Key internal contacts are: <ul style="list-style-type: none"> • Deputy Director-General Noumea • Executive • Senior Leadership Team • Funding partners • All divisions and programmes • Other support services • Staff 	<ul style="list-style-type: none"> • Providing strategic advice • Managing client relationships and expectations • Management and supervision

Level of Delegation:

Routine Expenditure Budget:

Manages Operational budgets totaling 8M Euro

Budget Sign off Authority without requiring approval from direct supervisor:

Can authorise up to 45,000 € of costs in own budget

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
Post-graduate qualification in a relevant discipline, including public administration, management, IT, or information knowledge management.	Advanced degree (Masters or equivalent) in a relevant discipline, including public administration, management, IT, or information knowledge management.

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> At least 15 years' experience leading a multi-functional information technology services team, with demonstrated experience in strategic design and delivery of complex IT solutions. Demonstrated experience with strategic and tactical planning, contract oversight, and financial management to link services to business strategies and objectives Demonstrated experience leading a diverse team through positive change Excellent leadership, change management and staff management skills Demonstrated ability to work in a multi-cultural environment Demonstrated knowledge of contemporary IT and Information Knowledge management strategies and practices 	<ul style="list-style-type: none"> Good knowledge of the Pacific region Experience in implementing Information Knowledge Management Experience in implementing a full cost recovery facilities model French language fluency/proficiency Experience managing MFAT, DFAT, E.U. USAID funded programmes

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> Strategic awareness and planning Client relationship management Supervisory skills of diverse team Contract management Planning
Advanced level	<ul style="list-style-type: none"> IT Information Knowledge management Business analysis Financial management Negotiation skills Cultural diversity and sensitivity
Working knowledge	<ul style="list-style-type: none">
Awareness	<ul style="list-style-type: none"> SPC Regulations and Policies

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement

Personal Attributes

- Adaptability
- Good planning and organisation skills
- Result oriented
- Honesty
- Good sense of commitment and responsibility
- Customer focus
- Working experience in dealing with customers of different background and culture

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.